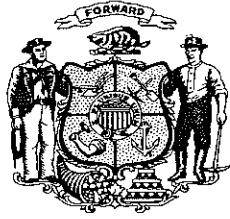


# STATE OF WISCONSIN

SENATE CHAIR  
**MARK MILLER**

317 East, State Capitol  
P.O. Box 7882  
Madison, WI 53707-7882  
Phone: (608) 266-9170



ASSEMBLY CHAIR  
**MARK POCAN**

309 East, State Capitol  
P.O. Box 8952  
Madison, WI 53708-8952  
Phone: (608) 266-8570

## JOINT COMMITTEE ON FINANCE

### MEMORANDUM

To: Members  
Joint Committee on Finance

From: Senator Mark Miller  
Representative Mark Pocan

Date: June 14, 2010

Re: DHS Report on Management of Milwaukee County Income  
Maintenance Programs

Attached is a copy of a report from the Department of Health Services (DHS) documenting its management of the Milwaukee County income maintenance programs, pursuant to Section 9122(5x) of 2009 Act 28 (the 2009 biennial budget act).

Act 28 requires DHS to provide the Joint Committee on Finance copies of all reports which document its management of the Milwaukee County income maintenance programs, including all monthly Milwaukee County Enrollment Services reports, that the Department is required to provide to the plaintiffs in the litigation against agency officials and others, known as *West v. Timberlake*, under a settlement agreement entered into on April 16, 2009.

The report is being provided for your information only. No formal action is required by the Committee. Please feel free to contact us if you have any questions.

Attachments

MM:MP:jm

Jim Doyle  
Governor

Karen E. Timberlake  
Secretary



State of Wisconsin  
Department of Health Services

OFFICE OF LEGAL COUNSEL

1 WEST WILSON STREET  
P O BOX 7850  
MADISON WI 53707-7850

TELEPHONE: 608-266-8428  
FAX: 608-267-1434  
dhs.wisconsin.gov

June 7, 2010

RECEIVED  
JUN 14 2010

BY: J. Finance

Senator Mark Miller, Co-Chair  
Joint Committee on Finance  
Room 317 East State Capitol  
Madison WI 53702

Representative Mark Pocan, Co-Chair  
Joint Committee on Finance  
Room 309 East State Capitol  
Madison WI 53703

Dear Senator Miller and Representative Pocan:

Section 9122(5x) of 2009 Act 28 requires the Department of Health Services to provide the Joint Committee on Finance copies of all reports documenting its management of the Milwaukee County income maintenance programs that the Department is required to provide to the plaintiffs in the litigation known as *West v. Timberlake*, under a settlement agreement entered into on April 16, 2009.

Attached is the sixth report provided to plaintiffs, which was transmitted on May 27, 2010. Please contact me at 266-9622 with any questions.

Sincerely,

A handwritten signature in cursive script that reads "Diane M. Welsh".

Diane M. Welsh  
Chief Legal Counsel



OFFICE OF LEGAL COUNSEL

1 WEST WILSON STREET  
P O BOX 7850  
MADISON WI 53707-7850

TELEPHONE: 608-266-8428  
FAX: 608-267-1434  
dhs.wisconsin.gov

Jim Doyle  
Governor

Karen E. Timberlake  
Secretary

State of Wisconsin  
Department of Health Services

May 27, 2010

Ms. Anne L. DeLeo  
Nelson, Irvings & Waeffler, S.C.  
2675 N. Mayfair Road, Suite 420  
Wauwatosa, WI 53226-0140

Re: *West et al. v. Timberlake, et al.*  
Case No. 08-CV-670 (E.D. Wis.)

Dear Attorney DeLeo:

Attached please find the State Defendants' monthly report for performance of the Milwaukee Enrollment Services Center for April, 2010, as set forth in Section III.B. of the Settlement Agreement in the above-referenced case.

If you have any questions about the report, please do not hesitate to contact me.

Sincerely,

A handwritten signature in cursive script that reads "Diane M. Welsh".

Diane M. Welsh  
Chief Legal Counsel

cc: Karen Timberlake, Secretary  
Mark Thomas, Deputy Secretary  
Jason Helgeson, Division Administrator  
James Jones, Deputy Division Administrator  
Edward Kamin, Milwaukee Enrollment Services  
Steven Kilpatrick, Department of Justice

**Milwaukee County Enrollment Services Report**  
**April 2010**  
(as of 4/30/2010)

Report	Criteria	Details	
		Count	Percentage
Programs Open for and Confirmed	BadgerCare Plus Only	33,804	24.64%
	Medicaid EBD Only	12,381	9.02%
	Medicaid Other Only	2,273	1.66%
	BadgerCare Plus and FoodShare	53,339	38.87%
	Medicaid EBD, LTC and FoodShare	8,301	6.05%
	Medicaid Other and FoodShare	3,433	2.50%
	FoodShare	23,682	17.26%
	<b>Total Cases</b>	<b>137,213</b>	
Timeliness	Applications Processed in Month	5,276	
	Applications Processed Timely	4,425	83.87%
	Applications Processed Untimely	851	16.13%
	Reviews Processed in Month	10,245	
	Reviews Processed Timely	9,735	95.02%
	Reviews Processed Untimely	510	4.98%
	SMRFs Processed in Month:	4,495	
	Received by the 5 <sup>th</sup> day of the Month <sup>a</sup>	2,230	
	Processed Timely	1,196	53.63%
	Processed Untimely	1,034	46.37%
Verification-Related	Number of Cases Pending Due to Verification <sup>b</sup>	6,023	
	Number of Cases Pending Beyond Timely Processing Due to Verification <sup>b</sup>	2,275	
	Earliest Filing Date with Verification Pending <sup>b,c</sup>	1/6/2005	
Churning	Number of Cases Closed in Last 60 Days and Reopened This Month	594	11.26%
Change/Call Center	Total Phone Calls Milwaukee Change/Call Center	69,206	
	Percentage Answered <sup>d</sup>	61.71%	
	Average Hold Time	10.83 minutes	

<sup>a</sup> During the month of April, the courier who delivered verification forms between the MiES locations had a death in the family and failed to deliver the forms. These issues have been resolved and contingency plans are in place to prevent any future occurrences.

<sup>b</sup> In January, MiES staff discovered 9,338 cases that Milwaukee County had handled that were in pending status for a significant period of time. MiES staff have now completed the processing of these cases.

<sup>c</sup> The filing date represents any case with verification pending, including ongoing cases in which a change is reported or a review conducted. Total verifications received in April is 12,168, with nearly 97% processed within 10 days.

<sup>d</sup> The percentage of calls unanswered (approximately 38%) include any calls where the individual hangs up. These include both calls where the individual received the information needed from the messaging or did not wait until they could reach a worker.